

Aging & Independence Services



Department Description

Aging & Independence Services (AIS) is committed to improving the lives of seniors and individuals with special needs in San Diego County by providing access to information, case management, health services, advocacy, and community services in a caring and supportive manner. This division serves seniors, disabled adults, abused, elderly and dependent adults, individuals with Human Immunodeficiency Virus (HIV), and others requiring home-based care to prevent institutionalization. AIS also operates the Edgemoor Hospital, a 24-hour skilled nursing facility for patients unable to be cared for in the private sector because of special needs.

Mission Statement

To make people's lives safer, healthier, and self-sufficient by managing essential services.

2004-05 Accomplishments

Strategic Initiative – Safe and Livable Communities

- Maintained a rating of substantial compliance for Edgemoor Hospital in its State annual licensing review.
- Assisted 100% (1,742) of clients who were receiving personal care services from a contractor by locating new providers through the In-Home Supportive Services (IHSS) Public Authority, thus ensuring their ability to remain in their homes instead of being placed in institutions.
- Began construction of the Edgemoor Healthcare Campus in February 2005, which will house 192 residents and improve the quality of life for these medically fragile patients.
- Ensured that 90% (6,338) of Adult Protective Services (APS) cases were not re-referred within six months of case closing, surpassing the target of 75% and indicating that the needs of these clients were met.

- Ensured that 94% (6,643) of face-to-face APS investigations were conducted within 10 days of referral in order to protect our most vulnerable adults, exceeding the target of 90%.

Required Discipline – Continuous Improvement

- Completed a review of 100% (348) of IHSS cases potentially eligible for federal funding through the Personal Care Services program (PCSP); all appropriate cases were converted to PCSP, bringing in additional federal dollars for IHSS.
- Ensured that the County was overturned in no more than 26% (15) of State appeals hearings for IHSS by documenting fair and appropriate eligibility and case management decisions.

2005-07 Objectives

Strategic Initiative – Safe and Livable Communities

- Ensure 85% compliance with the new State mandated IHSS quality assurance program by June 30, 2006.
- Conduct 94%, of an estimated 6,400, face-to-face investigations within ten days of abuse reports to ensure the safety of vulnerable and abused adults referred to APS.



- Maintain a rating of substantial compliance for the Edgemoor Skilled Nursing Facility as issued by State licensing from the annual survey and site review in order to meet the health, safety, and quality of life needs of the residents.

Required Discipline – Continuous Improvement

- By June 2006, convert nutritional contracts from cost reimbursement to performance-based contracts in order to maximize delivery of congregate and home delivered meals for seniors.
- Develop a methodology by June 2006 of tracking APS clients that are referred to other services within the county and tracking whether or not subsequent substantiated APS events are reported in order to generate better outcome data regarding County efforts to protect the most vulnerable adults.

Changes from 2004-05 Adopted

Staffing

Includes a reduction of 8.00 staff years. Staff years shifted among the various AIS programs. The decrease in Protective Services is due to adjusting staff levels to the State allocation and the offsetting increase in IHSS is due to growing caseloads. As a result of the shifts and reductions, 2.00 staff years transferred to County Counsel to assume public guardian/conservatorship duties, 1.00 staff year transferred to Behavioral Health (Psychiatric Hospital), and 5.00 staff years transferred to Regional Operations.

Expenditures

Increase in expenditures of \$27.1 million.

- \$1.4 million increase in Salaries and Benefits due to negotiated labor agreements offset by a reduction in staff years.
- \$21.4 million increase in Services and Supplies;
 - \$18.9 million increase in IHSS due to caseload and cost growth.
 - \$2.3 million increase in Nutrition, Caregiver, Multi-Purpose Senior, and Intergenerational services to align with grant allocations.
 - \$0.2 million increase in IHSS Application Services.
- \$0.5 million net increase in Capital Assets for lab equipment at Edgemoor.
- \$3.8 million increase in Operating Transfer Out for IHSS Public Authority to cover increased benefit costs for IHSS Individual Providers.

Revenues

Increase in revenues of \$27.1 million:

- \$31.2 million increase in Intergovernmental Revenue primarily due to revenue resulting from the IHSS federal waiver and projected caseload growth.
- \$0.2 million decrease in Charges for Current Services due to a reduction in estate fees in the Public Administrator/Public Guardian.
- \$3.5 million decrease in Other Financing Sources, primarily due to a decrease in Realignment, offset by IHSS federal waiver funding.
- \$0.2 million decrease in General Revenue Allocation.

Significant Changes in Fiscal Year 2006-07

Expenditures and revenues increase of \$6.5 million due primarily to projected IHSS Individual Provider costs, with no change in staffing.



Performance Measures	2004-05 Adopted	2004-05 Actual	2005-06 Adopted	2006-07 Approved
Face-to-face Adult Protective Services Investigations within 10 days	90%	94%	94%	94%
Cases in compliance with IHSS quality assurance program	N/A	N/A	85%	85%
Edgemoor Skilled Nursing Facility compliance rating	N/A	N/A	D ⁴	D
In-Home Supportive Services case actions lost on appeal (not to exceed) ¹	30%	26%	N/A	N/A
In-Home Supportive Services average number of hours of service per month provided each client (not to exceed) ¹	85 hours ²	81 hours	N/A	N/A
In-Home Supportive Services cases potentially eligible for PCSP reviewed ¹	100%	100%	N/A	N/A
Adult Protective Services clients with closed cases who are not re-referred for a subsequent substantiated event within six months ¹	75%	90% ³	N/A	N/A

¹ These measures will not be reported in future Operational Plans. AIS is in the process of developing new measures to be included in the Adopted Operational Plan that better reflect strategic priorities and align with "Envision Progress: A Strategy Agenda for 2005-2010," that was developed based on input from community advisory committees and the Agency executive team. Additional compliance measures will also be adopted consistent with the new State mandated IHSS Quality assurance program.

² The target of 85 hours of service per month is based on the State average for the In-Home Supportive Services Program.

³ At 90%, performance is well above the 75% target. Staff continue to work towards development of service plans for APS clients that will result in long-term stability so that clients are not re-referred. For the most severely impaired clients, referrals are made to Public Guardian and other resources for ongoing follow-up.

⁴ The rating of "D" indicates substantial compliance as defined by the California Department of Health Services Licensing and Certification Program.



Staffing by Program

	Fiscal Year 2004-2005 Adopted Budget	Fiscal Year 2005-2006 Adopted Budget	Fiscal Year 2006-2007 Approved Budget
In Home Supportive Services	148.00	152.00	152.00
Edgemoor	350.00	350.00	350.00
Veterans Services	8.00	8.00	8.00
Public Administrator/Guardian	38.00	39.00	39.00
Senior Health and Social Services	50.00	49.00	49.00
Protective Services	94.50	87.50	87.50
Administrative and Other Services	27.00	22.00	22.00
Total	715.50	707.50	707.50

Budget by Program

	Fiscal Year 2004-2005 Adopted Budget	Fiscal Year 2004-2005 Adjusted Actuals	Fiscal Year 2005-2006 Adopted Budget	Fiscal Year 2006-2007 Approved Budget
In Home Supportive Services	\$ 187,839,619	\$ 192,946,476	\$ 211,645,321	\$ 218,076,392
Edgemoor	27,663,584	28,762,195	28,596,602	28,597,646
Veterans Services	695,128	684,034	717,044	719,223
Public Administrator/Guardian	3,151,971	3,061,905	3,684,636	3,705,792
Senior Health and Social Services	12,719,412	12,651,156	14,228,392	14,226,682
Protective Services	8,744,633	8,403,674	9,167,946	9,172,297
Administrative and Other Services	4,468,571	3,797,295	4,392,155	4,395,412
Total	\$ 245,282,918	\$ 250,306,738	\$ 272,432,096	\$ 278,893,444

Budget by Categories of Expenditures

	Fiscal Year 2004-2005 Adopted Budget	Fiscal Year 2004-2005 Adjusted Actuals	Fiscal Year 2005-2006 Adopted Budget	Fiscal Year 2006-2007 Approved Budget
Salaries & Benefits	\$ 48,076,325	\$ 48,456,043	\$ 49,521,635	\$ 49,370,949
Services & Supplies	186,967,212	193,765,626	208,369,340	214,807,084
Other Charges	230,000	148,694	230,000	230,000
Capital Assets Equipment	26,757	86,722	526,231	686,231
Operating Transfers Out	9,982,624	7,849,650	13,784,890	13,799,180
Total	\$ 245,282,918	\$ 250,306,738	\$ 272,432,096	\$ 278,893,444



Budget by Categories of Revenues

	Fiscal Year 2004-2005 Adopted Budget	Fiscal Year 2004-2005 Adjusted Actuals	Fiscal Year 2005-2006 Adopted Budget	Fiscal Year 2006-2007 Approved Budget
Fines, Forfeitures & Penalties	175,200	204,592	175,200	175,200
Revenue From Use of Money & Property	179,437	187,368	159,437	159,437
Intergovernmental Revenues	167,810,586	184,365,259	199,024,904	204,330,174
Charges For Current Services	22,951,988	21,452,410	22,751,988	22,751,988
Miscellaneous Revenues	1,290,518	1,350,799	1,175,067	1,175,067
Other Financing Sources	42,152,285	35,796,920	38,606,440	39,734,228
General Revenue Allocation	10,722,904	6,949,390	10,539,060	10,567,350
Total	\$ 245,282,918	\$ 250,306,738	\$ 272,432,096	\$ 278,893,444

